

Return & Refund Policy

Uptero Group Ltd

Last updated: 01/10/2026

Thank you for shopping at Uptero. We appreciate your business and value you as a customer. We understand that sometimes a product may not be what you expected. This policy outlines the conditions under which goods purchased can be returned or refunded. Nothing in this policy affects your statutory rights where applicable.

Return Period

Products can be returned within 14 days of receipt, subject to the conditions outlined below.

Conditions for Returns

1. Standard items can be returned within the specified 14-day period if they are unused and in their original packaging.
2. Consumable items which were used or removed from their original packaging cannot be returned unless they are faulty.
3. Faulty products: if a product is faulty due to an error on our end, it is eligible for a full refund or replacement. Faults must be reported within the 14-day return period.

Refunds

If a return is approved, we will initiate a refund to your original payment method. We aim to complete all refunds within 10 working days from the receipt of the returned item. The refund can be either full or partial, depending on the agreement at the time of the return request.

Non-Refundable Items

Used items and personalised products that are not faulty cannot be returned and are not eligible for a refund.

How to Request a Return

To initiate a return, please contact us at office@uptero.co.uk with your order details. Our customer service team will guide you through the process based on the specifics of your order.

Contact us: office@uptero.co.uk